

What Are Webhooks?

Webhooks enable systems or applications to communicate with each other in real-time and send automated messages when something happens.



Webhooks Enable Real-Time Automated Information Sharing

What's your mode of response?



Reactive

Something has already broken. Webhooks improve your response time by enabling you to understand the root of the problem within seconds.



Proactive

Something is about to break or is negatively trending. Webhooks send information to another system to notify of a potential problem so your team can proactively address the issue.



Network Planning

Things are working fine, but the network is growing. Webhooks send information to other operations systems to notify about network trends and capacity utilization.

Webhooks Use Cases

What subscribers, services, or systems are impacted?

The real-time information payload delivered via the webhook includes information about subscribers, services, and systems. This gives the responding parties the right context, so it's immediately actionable.



Subscribers



Services



System



Network Outage Notifications

via Webhook
Webhook sends information about a network outage to the customer support team so they can actively notify impacted subscribers.

- Subscribers affected and where (including addresses).
- All services are offline.
- Identifies a fiber cut.

ONT Health Metrics

via Webhook
A webhook sends a weekly network health early warning report on specific optical network terminal (ONT) metrics. The network operations team sees a significant variation to investigate and proactively address.



- Subscriber affected and where (including subscriber's address).
- No services are currently impacted.
- The ONT that is impacted. The change in data between last week and this week.

Network Growth

via Webhook
A webhook sends information about the bandwidth usage on an interface. If the trend continues, it will reach capacity and impact the subscriber experience. This information enables your network operations team to, for example, upgrade subscribers from GPON to XGS-PON or change splitter ratios to address network capacity.



- Identify users causing PON capacity hits.
- Some services are degraded.
- Move high-bandwidth users to XGS-PON.

Download our eBook to learn more ways to automate your network operations, "How Embracing Automation Can Boost Productivity, Lower Costs, and Transform Your Operations."

[Learn more](#)